



MLTSS Reports Manager of Long Term Services and Supports (Managed Care Program Manager 1)

TENNCARE OVERVIEW

TennCare is Tennessee's managed care Medicaid program that provides health insurance coverage to certain groups of low-income individuals such as pregnant women, children, caretaker relatives of young children, older adults, and adults with physical disabilities. TennCare provides coverage for approximately 1.3 million Tennesseans and operates with an annual budget of approximately \$12 billion. It is run by the Division of TennCare with oversight and some funding from the Centers for Medicare and Medicaid Services (CMS).

WHY WORK AT TENNCARE?

TennCare's mission is to improve the lives of Tennesseans by providing high-quality cost-effective care. To fulfill that purpose, we equip each employee for active participation and empower teams to communicate and work collaboratively to improve organizational processes in order to make a difference in the lives of our members. Because of the positive impact TennCare has on the lives of the most vulnerable Tennesseans, TennCare employees report that their work provides them with a sense of meaning, purpose, and accomplishment. TennCare leadership understands that employees are our most valuable resource and ensures professional and leadership development are a priority for the agency.

JOB AND DEPARTMENTAL OVERVIEW

Long-Term Services and Supports (LTSS) is one of the largest units within TennCare with a team of highly capable staff who are committed to leading the ongoing development and operation of an innovative, sustainable, person-driven long-term services and supports (LTSS) system in which older adults and people with disabilities and/or chronic conditions have choice, control and access to a full array of high quality services and supports that assure optimal outcomes, including independence, health and quality of life.

RESPONSIBILITIES

- Support the Director of Audits & Reporting in assuring compliance with LTSS-related policies and contracts in the ECF CHOICES, CHOICES, Department of Intellectual and Developmental Disabilities (DIDD), Area Agency on Aging & Disability (AAAD), Fiscal Employer Agent (FEA), Money Follows the Person (MFP), Dual Eligible Special Needs Plans (D-SNP), and Programs of All-Inclusive Care (PACE) programs
- Support the Director of Audits & Reporting in the oversight and management of the development, maintenance, analysis, review, and implementation of programmatic reports, systems, processes, and tools
- Leverage CHOICES and ECF CHOICES programmatic data to meet quality reporting requirements and provide insights for contractor performance and quality improvement

- Design, update, and manage existing and new report templates and reports that contain quality and compliance contractor and provider performance data using Excel and other data visualization and data management tools
- Evaluate quality measures at the contractor, individual provider, or aggregate level using relevant information, individual judgment, and state/federal specifications
- Coordinate and support submission of quarterly, semi-annual, and annual quality reporting metrics
- Provide analytical expertise to review and summarize complex reports, member information, and data upon request
- Query, collect, prepare, and safeguard data or information necessary for CMS, legislative, and other reports
- Analyze and trend data to assess program participation and programmatic progress
- Compile and analyze data to provide answers to user requests
- Complete data request projects in a timely manner
- Collaborate with management and internal teams to implement and evaluate improvements.
- Partner with program leads and the Director of LTSS Audits & Reporting to support leadership in the monitoring, evaluation, and analysis of contractor, provider, member, and CHOICES/ECF CHOICES programmatic data
 - Present relevant reporting information or quality data, both formally and informally, to small and large groups
 - Support LTSS and leadership in quality strategy development
 - Handle special projects as assigned by LTSS leadership
 - Provide qualitative review and analytical support for the LTSS teams
- Supervise staff in the performance of all functions

MINIMUM QUALIFICATIONS

- A bachelor's degree in a relevant field (healthcare, management, business, analysis)
- Work experience in or with Medicaid, Managed Care, or other related health insurance organization or programs
- Keen data analytics aptitude, including proficient Excel skills with the ability to analyze, visualize, and summarize data through the use of formulas and pivot tables
- Strong computer skills including mastery of Microsoft Office applications such as Excel, Access, Word, and Power Point, and the capacity to learn other statistical software applications
- Highly developed written and verbal communication and presentation skills, including technical writing; ability to communicate effectively with technical and non-technical clients in a clear, concise, logical and understandable manner
- Skilled in critical thinking, conducting quality reviews of information, and providing input for system improvement (quality and efficiency)
- Demonstrated ability to see projects through to completion with minimal oversight, problem solve in unanticipated situations, manage multiple tasks simultaneously, and adhere to priorities set by supervisor as well as being able to re-prioritize tasks as needed
- Demonstrated capacity to successfully navigate within a fast-paced environment with shifting priorities and varying degrees of ambiguity
- Excellent organizational skills, including the ability to prioritize, multi-task, and manage workload to meet specific timeframes and deadlines
- Flexible and adaptable; ability to adjust plans based on new learning and/or changing program goals

DESIRABLE QUALIFICATIONS

- Strong knowledge of CHOICES and ECF CHOICES programs
- Experience in the healthcare field
- Experience managing others

JOB LOCATION: Nashville, Tennessee

HOW TO APPLY: Qualified candidates should send their resumes along with a cover letter to makeshia.howell@tn.gov by **August 21, 2019**.

Position Status: Executive Service

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.